

Employer: Life Time Athletic Club
Address: 1151 Seven Locks Road
Rockville, MD 20854
Phone: 240-314-7022
Position: Front Desk Team Member - Requisition Number ROC00213
Contact Person/Title: Elizabeth Walker
Front Desk Department Head

Position Description:

General Summary

Member of the Front Desk Team responsible for delivering the highest quality customer service to all members and guests through professional greetings, account maintenance, and extensive knowledge of Life Time Fitness products and services. Proactively meet the needs of members and accurately answer questions.

Major Duties & Responsibilities
Membership Experiences

1. Greet and service members in a friendly and professional manner
2. Attentively and promptly respond to member needs
3. Admit members by scanning their membership cards and appropriately respond to messages regarding the account
4. Answer and transfer phone calls in a timely and professional manner
5. Promptly greet walk-in prospective members and quickly contact a Membership Advisor to assist
6. Quickly transfer call-in prospective members to a Membership Advisor and do not place the call on-hold or transfer to voicemail
7. Enter sales transactions at POS for members, including program, service and product payments
8. Schedule appointments for members, including massage, and tanning, and other Life Time Fitness services
9. Process member paperwork, including address changes, member cancellations, new members, electronic funds transfers, and payments

Responsibilities of All Positions

- Support and articulate the Life Time Fitness mission statement
- Adhere to company policies and procedures
- Ensure cleanliness of the club using all 5 senses:
 - Sight to ensure club is neat and orderly
 - Sound to ensure music/sound levels are appropriate
 - Touch to ensure floors, countertops, etc are clean and dry
 - Taste to ensure food & beverages in the café are up-to-standards
 - Smell to ensure the club is fresh and odor free

Qualifications:

Minimum Qualifications

Education:

- Working toward High school diploma or GED

Experience:

- Six-months customer service experience
- Six-months reception experience preferred

Licenses / Certifications / Registration:

- CPR/AED certification required within the first thirty days after hire

Knowledge, Skills, Abilities and Other Characteristics

- Extensive knowledge of all club activities and promotions
- Firmly but tactfully enforce Life Time Fitness Policies and Procedures
- Excellent customer service and promotional skills
- Excellent communication, listening, and interpersonal skills
- Ability to build relationships with members
- Ability to resolve conflicts in a professional, tactful manner
- Ability to multi-task and learn quickly
- Ability to operate a personal computer
- Knowledge of standard office procedures and computer software

Types of positions: Full and Part Time

Schedule:

Days: Seven Days a Week

Shifts/Hours: Days-- 7:00 am – 4:00 pm
Evenings-- 4:00 pm – 10:00 pm

How to apply: Apply Online at www.lifetimefitness.com/careers